



ACN & Carrier Pre-Selection

1. What is Carrier Pre-Selection (CPS)?

Customers can choose an alternative service provider to France Telecom without having to change their telephone number, dial an access code (prefix number) or plug in a box. This is called 'Carrier Pre-Selection' (CPS). It means that all calls will be routed via ACN and will be charged at ACN's favourable rates (certain service numbers will still be routed via France Telecom).

2. Do I need special telephone equipment to benefit from ACN's Carrier Pre-Selection (CPS) service?

No, there is no inconvenience involved with ACN's CPS service and you can use your existing telephone.

3. Are all calls routed via ACN?

If you sign-up for Line Rental with our Carrier Pre-Selection (CPS) service, all calls will be routed via ACN. If you sign-up for CPS only all calls will be routed via ACN with the exception of the following: national free phone numbers, i.e. non-geographical 08xxx numbers; dial up Internet access; Minitel (34xx, 35xx, 36xx, 37xx); emergency calls (starting with 15xx, 17xx or 18xx) and France Telecom specific services (voicemail). Calls to these numbers will be connected and charged by France Telecom and will not appear on your ACN invoice.

4. Is it possible to pre-select more than one telephone line with ACN?

Yes. Please ensure that all telephone numbers you would like to be pre-selected to ACN's service are provided on the Telephone Service Agreement (TSA) or on ACN's online order portal if you order online.

If you have more than one account with your current provider you will need to complete and sign separate TSAs per account number or place separate orders online via ACN's online order portal.

Important: For ISDN lines that have several underlying telephone numbers you must identify the main number on the TSA or on ACN's online order portal if you order online.

5. If I have a switchboard with multiple lines can I be pre-selected with ACN?

Yes. The lines that you should request Carrier Pre-Selection (CPS) on are the external lines (i.e. the number of lines connected to France Telecom).

For example, if you have 1 line that is a Switchboard with 8 extensions, you should request CPS on the switchboard line. On the Telephone Service Agreement or online order portal enter the external line as the main number and enter ALL the underlying numbers to ensure they will also be connected with ACN.

6. Can a France Telecom privately rented payphone be pre-selected with ACN?

Yes. If it is a France Telecom line and the payphone is for private use then it can be connected to ACN. Public payphone numbers cannot be pre-selected with ACN. Please be aware that charging pulses will not always be provided.

7. Who should be contacted in the event of a line fault or service problem?

If the fault affects incoming calls there may be a fault on the phone line, in which case you should contact your current line rental provider, which is ACN if you are using ACN Line Rental. If outgoing calls are affected you should contact ACN and clearly state when you tried to call and the number you tried to connect to.

8. Can I sign up for Carrier Pre-Selection (CPS) only (without ACN's Line Rental service)?

Yes. If you would only like CPS with ACN please indicate this by ticking the appropriate box in Section 5 on the Telephone Service Agreement or, in case you have ordered the service via ACN's online order portal, simply choose "Carrier Pre-Selection Only" on the Product Selection screen. You will benefit from the convenience of one monthly invoice for both line rental and calling costs from ACN and one point of contact for Customer Services if both ACN Line Rental and CPS are ordered.

9. I have an alarm/PIN machine connected to my line. Can I transfer my line rental service to ACN?

We recommend that line rental associated with these services not be transferred to ACN, as we are unable to provide the specialist support required and out of hours service.

Getting Connected with ACN

10. Can I become an ACN customer if I am resident in Monaco or in the French overseas territories (DOM/TOM)?

No, ACN's Carrier Pre-Selection and Line Rental services are only available in metropolitan France.

11. How can I become an ACN customer?

Simply complete the Telephone Service Agreement together with an ACN Independent Representative. The representative will send the agreement to ACN.

It is also possible to place an order online via ACN's online order portal available on the ACN Representative's Online Shop or www.myacn.eu. Simply select "Fixed Line" and click on the "Order Now" button.

Please note: You will need to enter the Team ID of your ACN Independent Representative at the start of the ordering process.

12. Can I apply for ACN's services if I do not know an Independent Representative?

Yes, you can place an order via ACN's online order portal available on the ACN Representative's Online Shop or www.myacn.eu.

13. Can governmental offices or public institutions apply for ACN's services?

No, ACN cannot accept governmental offices and public institutions as customers. The reason is that ACN are unable to provide the customer support required for large companies and it is also difficult to confirm that the person signing the Telephone Service Agreement (TSA) on behalf of a government agency or public institution has the authority to do so.

14. Should I cancel my service with my current provider when applying for ACN's Carrier Pre-Selection (CPS) or Line Rental service?

You should not cancel the line rental service with your current provider, regardless of whether you are applying for CPS only or for both CPS and Line Rental with ACN. You should, however, check the terms and conditions of your current line rental service, especially in the case of any binding periods you have paid for in advance, before applying for ACN Line Rental.

You must first cancel the following France Telecom services to avoid your application for service with ACN being rejected:

- Restricted Line (restricted to calls in the same 'département')
- Temporary Line (a line set-up for use at an exhibition)

And if you use a special Forfait packages with France Telecom, or another provider, you should check whether the package needs to be cancelled.

Please also ensure that you cancel any discount packages you have with your current provider.

15. If I am already pre-selected with ACN, how do I apply for ACN Line Rental?

Existing customers who would like to sign-up for ACN Line Rental in addition to their CPS service must use the TSA or place an order via ACN's online order portal which is accessible via the ACN Representative's Online Shop or www.myacn.eu.

16. I currently have line rental with France Telecom. Can I apply for ACN Line Rental?

Most France Telecom standard telephony services for analogue and ISDN lines can be transferred to ACN.

Customers whose France Telecom invoice includes any of the following services can transfer their line rental to ACN:

- Abonnement Principal
- Abonnement Ligne Secondaire

Please note: Customers using the France Telecom "livebox" or any of the offers combining Internet and Telephony or Internet, Telephony and Television (Megamax 1, 8 or 18) can only transfer the main number (beginning with any standard French area code) to ACN. The 2nd line that is installed with these services (numbers beginning with 087 or 096) cannot be transferred to ACN and will remain with France Telecom.

Please note: ACN does not offer an alternative for the Abonnement Edudiant service. Customers using this service can transfer their service to ACN, but their line cannot be temporarily suspended during the summer months.

17. I currently have a 6 month line rental binding period with France Telecom. Can I apply for ACN Line Rental?

Yes. Please note, however, that France Telecom will charge you for any remaining line rental periods that are part of your binding contract.

18. How will I know when I am connected to ACN's service?

You will receive a welcome letter or email from ACN and confirmation from your former provider that your telephone calls and line rental, if applicable, will be transferred to ACN.

19. How long does it take to get connected to ACN's service?

You will be connected within approximately 13 working days after we have received your completed Telephone Service Agreement or online order.

ACN Line Rental

20. Is ACN Line Rental available with all calling plans?

Yes, ACN's Line Rental service is available with all calling plans.

21. Is ACN Line Rental available for ISDN lines?

Yes, ACN Line Rental is available for single analogue lines, ISDN basic lines or partially unbundled lines. Fully unbundled access lines cannot be transferred at this time. ACN cannot provide a new line, nor is the line rental service available for temporary phone lines or public telephone booths.

22. Is there a binding period for ACN's Line Rental service?

No, unless otherwise indicated in the price list.

23. Will my listing in the Directory Enquiries services be affecting when transferring my line rental to ACN?

When transferring Line Rental to ACN, your current provider will automatically delete your entry for the universal phone book and enquiry services. Unless the "Liste Rouge" option is selected on the Telephone Service Agreement (TSA) or online order, ACN will update the directory enquiries database using the information provided on the TSA or online order (full name and address). ACN will not, however, provide this information to marketing organisations, or enable this information to be used for reverse searching purposes. For all customers we will provide basic contact details to the Emergency Services. A form will be included in the ACN Welcome Package that you can complete

to have your details re-entered, and also select how your personal information is displayed.

The transfer of Line Rental to ACN does not affect the Yellow Pages. Business and professional customers who would like to change or update their entry in the Yellow Pages should continue to use the same process as before.

24. Will any additional line rental services I have with my current provider be transferred to ACN when applying for ACN Line Rental?

Any additional services you have with your current provider, such as Number Presentation or Call Waiting, will not be transferred to ACN. These services can either be requested on the Telephone Service Agreement/online order or by contacting ACN's Customer Services department.

More information about the available services can be found in the Additional Services Guide available in the "Information centre" on our website. Please refer to our Line Rental Price List for any associated costs. Please note that any additional services ordered may take up to 10 days to activate following activation of the Line Rental service.

Additional Services

25. Which additional services are available through ACN?

For an overview of all additional services available through ACN, please refer to the Additional Services Guide available in the "Information centre" on www.myacn.eu.

Please note that these services are only available with ACN Line Rental. If you have ACN Carrier Pre-Selection Only, please contact your Line Rental provider.

26. Is it possible to see who is calling me?

Yes, if you are an ACN Line Rental customer you can order the Number Presentation service (on the Telephone Service Agreement/online order or by contacting ACN's Customer Services department). For more information about the additional services available with ACN Line Rental please refer to the Additional Services Guide available in the "Information centre" on our website. Please refer to our Line Rental Price List for any associated costs.

27. Does ACN offer voicemail?

Yes, ACN offers a value-added voicemail service with Line Rental at no additional charge. Please refer to the Additional Services Guide available in the "Information centre" on our website for more information.

Billing & Payment

28. Will I still receive an invoice from my current provider if I use ACN's service?

No, with our bundled ACN Line Rental and Carrier Pre-Selection (CPS) service you will enjoy the convenience of one monthly invoice for both your calling costs and line rental. If you apply for our CPS service only, you will continue to receive an invoice from your current provider for your line rental and for calls not made via ACN.

29. How often will I receive an invoice from ACN?

You can expect to receive an invoice every month. You will be billed in arrears for your telephone usage and in advance for any monthly recurring fees. Your first invoice will include any monthly fees for both the current and following month.

30. Why is my first invoice for Line Rental showing a charge and credit for the calling plan monthly fee?

If you were an existing ACN CPS customer before applying for Line Rental, you will be treated as a new customer of both services for internal systems purposes. As soon as the Line Rental service is activated, you will be 'cancelled' in our system for CPS only and re-entered as a new customer of both services. Please be assured that this will not affect your ability to make or receive phone calls or benefit from ACN's favourable

rates. A charge will appear on the invoice for the monthly fee related to the part of the month remaining following 'cancellation'. At the same time this amount will appear as a credit on the same invoice, so effectively you are not being charged for this.

31. How are the charges for my calls calculated?

Please refer to ACN's calling plans available in the "Information centre" on www.myacn.eu for details.

32. I am subscribed to the ACN Familial Plus calling plan. Exactly which calls have no per minute charge?

In order for the call to qualify as an ACN-2-ACN call (at no per minute charge) the person called has to be an active ACN fixed-line customer. It does not matter which calling plan the person called is using. An active ACN fixed-line customer is defined as having placed at least one call using the ACN fixed-line service during the last 30 days. Calls to data lines (internet, VPN), calls to mobile phones, calls to special services and international calls do not qualify as ACN-2-ACN calls but are charged according to our standard listed rates.

33. Which payment methods can I use to pay my ACN invoice?

Direct Debit is the most convenient way of paying all bills. This payment method also guarantees your bills are paid on time so that you will never be charged late payments fees. Your monthly amount due will be taken directly from your account approximately 15 days after you receive your invoice.

To pay by Direct Debit simply complete the Direct Debit form and return it to ACN. The form is enclosed with your welcome letter or can be downloaded from the "Information centre" on www.myacn.eu. Alternatively, a Giro slip is attached to your invoice to enable you to make your payment. You can also choose to pay by credit card or by cheque. If your preferred method of payment is by cheque, please reference your ACN account number to avoid any unnecessary delays in allocating your payment.

34. Can I request an itemized invoice?

Yes, you can request itemized invoices on the Telephone Service Agreement and ACN's online order portal whilst ordering, or by simply contacting ACN's Customer Services department via the online Customer Contact form available on the Support page of www.myacn.eu.

Your ACN Account

35. How do I change my personal account details?

Changes concerning your personal details and calling plans can be made online via the Customer Contact form available on the Support page of www.myacn.eu. For changes relating to your telephone number, (family) name, or if you are a line rental customer and moving house, simply print the appropriate form available on our website and submit it to ACN to request the change.

36. How do I request an address change?

If you have ACN Line Rental, simply request the address change by contacting ACN's Customer Service via the Customer Contact form available on the Support page of www.myacn.eu. Please note that it could take 4 to 6 weeks to complete this request.

If you have ACN Carrier Pre-Selection Only, the request for a service address change needs to be done via your Line Rental provider. Once the change has been processed by your Line Rental provider, you are required to inform ACN about the change. This can be done via the Customer Contact form on our website as well.

Customer Service

37. What should I do if I am not satisfied with the resolution of my dispute by ACN Customer Services?

You may refer your dispute to ACN Consumer Services by sending your written request to ACN Communications France SAS - Service Consommateurs, (9/11, allée de l'Arche, Tour Egée, Paris La Défense, 92671 Courbevoie Cedex, France). The Consumer Services will reply to your request within thirty (30) days if We do not resolve your dispute in your favour.

If You are not satisfied with the resolution of your dispute by ACN Consumer Services, You may refer your dispute to the Ombudsman of electronic communications via its website (www.mediateur-telecom.fr) or at C.S 30342, 94257 Gentilly Cedex